

Air Force Security Assistance Center

The FMS Provider of Choice Today and Tomorrow...On

Time, On Cost

Integrity - (Unclassified) Service - Excellence

AFSA

Supply Discrepancy Report-Automation (SDR-A)



U.S. AIR FORCE

SDR Process Overview

AFSAC/IARGB Section

5454 Buckner Road

**Wright-Patterson AFB, OH
45433**

June 2012

AFSAC.SDR.CUSTOMER.SERVICE@WPAFB.AF.MIL

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Agenda

(Unclassified)



AFSA

Process Overview:

- SDR Office's Responsibilities
- FMS SDR Directives
- What is an SDR?
- Dollar Limit Guidelines
- SDR Submission Timeframes
 - Original
 - Resubmit
 - Contested
 - Latent Defect
- Supporting Documentation
- Automation Scope
- SDR-A Process Flow
- AFSAC Online SDR Tools
 - Submission Wizard
 - Customer Query
 - Monthly Report
- Electronic Country Notifications
 - Notification of SDR Closure
 - Request for Country Action
 - Materiel & Exhibit Returns
- AFSAC Online SDR Metrics
- Summary



SDR Office's Responsibilities

(Unclassified)



AFSA

- **The USAF International Logistics Control Office (ILCO) = AFSAC/IARGB Section (SDR Office)**
- **SDR Office's Responsibilities are:**
 - **Process/validate incoming SDRs (Automated and hardcopy)**
 - **Monitor SDR progress & generate follow-ups**
 - To Source of Supply (like ASC, DLA, AFGLSC (ALC), WWRS, PROS, etc)
 - To Country
 - **Validate & process Source of Supply SDR replies to customers**
 - **Provide Source of Supply's disposition instructions and establish '*material return suspense dates*'**
 - **Track SDR exhibit returns from customer notification to receipt at final destination**
 - **Monitor SDR decisions to ensure required financial adjustments process**
 - **Process transportation reimbursement on approved SDRs**
- **End result - To provide a fair and equitable SDR resolutions!**

- **Letter of Offer and Acceptance (LOA), Terms and Conditions section, paragraph 5.4**
- **DoD 5105.38-M Security Assistance Management Manual (SAMM)**
- **DLM 4000-25, Volume 2, Chapter 17, Supply Discrepancy Reporting**
 - Replaced DLAI 4140.55 in June 2012



What Is An SDR?

(Unclassified)



AFSA

- **SDR is a tool used to**
 - Report shipping (or packaging) discrepancies attributed to the responsibility of the shipper, (including Government sources, contractors/manufacturers or vendors)
 - Provide appropriate responses and resolution
- **Shipping discrepancies include:**
 - Discrepant condition of item, including expired shelf-life
 - Overage/shortage/total non-receipt
 - Discrepant unique item identification
 - Improper documentation
 - Misdirected shipments
- **Packaging discrepancies include:**
 - Improper packing
 - Improper preservation
 - Improper marking
 - Improper unitization



Dollar Limit Guidelines

(Unclassified)

AFSA

- **SDR value must be \$200 or greater**
 - If SDR value is less than \$200, but adding the “below-the-line” charges for transportation and PC&H increases the value to \$200 or more, the SDR is a candidate for possible reimbursement
- **If SDR value less than \$200, country may submit an “Info Copy” SDR**
 - Informs action activity of an issue w/shipment
 - No financial restitution
 - **Exception . . . For DLA shipments, see following chart**



Defense Logistics Agency Policy Change

(Unclassified)



AFSA

- **DLA policy. . . Since April 2008**
 - If FMS shipment generates a discrepancy for **‘wrong item’** or **‘misdirected materiel’**
 - SDR must be submitted so that materiel return instructions can be given to return materiel to CONUS DLA depot regardless of billed value
 - No \$200 minimum for materiel return on these type SDRs
 - Credit will not be provided (or customer account may be debited) if customer fails to return materiel as specified in the SDR response
- **Per LOA, SDR credit is not authorized if the SDR value is less than \$200; however . . .**
 - If customer uses action code 2A rather than 1H (info only), DLA will provide credit for any ‘wrong item’ and ‘misdirected materiel’ SDRs when materiel return is



SDR Submission Timeframes

Original SDRs

(Unclassified)



AFSA

- **Original SDRs:**
 - **Must Be Submitted** no later than 1 year after shipment (except billing errors and total non-receipt)
 - For billing errors and total non-receipt, no later than 1 year after shipment or receipt of initial DD Form 645 FMS Delivery Listing (Quarterly Bill), whichever is later
- **Earlier notification is better!** For PROS SDRs, warranty may be denied if SDR materiel is not received by VENDOR within 1 yr



SDR Submission Timeframes

Resubmit or Contested SDR

(Unclassified)



AFSA

- **Resubmit and Contested SDRs:**

- **Must be received by ILCO. . .**

- If no materiel return on previous SDR denial □ **w/in 45 days** of SDR ‘denial’ reply date
- If materiel returned to customer on previous SDR denial □ **w/in 90 days** from SDR ‘denial’ reply date

- **Additional Info:**

- **All SDRs must include supporting documentation to substantiate customer’s claim**
- SDR Reply Date shows on “Notification of SDR Completion” email, Customer Query, & back of 65264, Block 246



SDR Submissions Timeframes

Latent Defects

(Unclassified)



AFSA

- **Latent Defects should be reported as soon as possible after discovery**

- **Defined as . . .**

“A flaw or other imperfection in an article discovered after delivery to the customer. Such defects are inherent weaknesses which normally are not detected by examination or routine test, but which are present at the time of manufacture”

“Latent defects apply only to the operability of the item.”



Supporting Documentation Latent Defects

(Unclassified)



AFSA

- **For a problem to qualify as a “Latent Defect”, the customer must:**
 - Provide evidence that a receipt inspection was performed and the defect could not have been determined at that time
 - Show the defect is present for reasons other than deterioration or damage incurred during storage or handling



Supporting Documentation

(Unclassified)



- **ALL SDRs (except non-receipt/billing) must have AFSA**
 - Shipping documents and pictures that substantiate customer's claim
 - For **NON-Receipt SDRs** must have freight forwarder statement
 - For **Billing SDRs** must have copy of billing statement
- **Packaging SDRs**
 - Carrier's bill of lading annotated w/damage
- **Shelf Life SDRs**
 - Details such as shelf life code, date cured, date packed, or date manufactured, serial #, mfg name, warrant
 - Lot/batch number, serial number, manufacture name, & warranty expiration date if available
- **Quality SDRs**
 - Category type, manufacturer name/CAGE, next higher assembly, end item, weapon system, serial number, operation time at failure, quantity in stock, and dates for: discovered, packed, manufactured, assembled, rebuilt, cured, warranty expiration
- **Missing Component or Wrong Item SDRs**
 - Provide NSN, CAGE/part number, or nomenclature. Enter UNKNOWN in Part Number field and 00000 in CAGE in SDR Wizard if data not available
- **Condition SDRs**



SDR Automation Scope

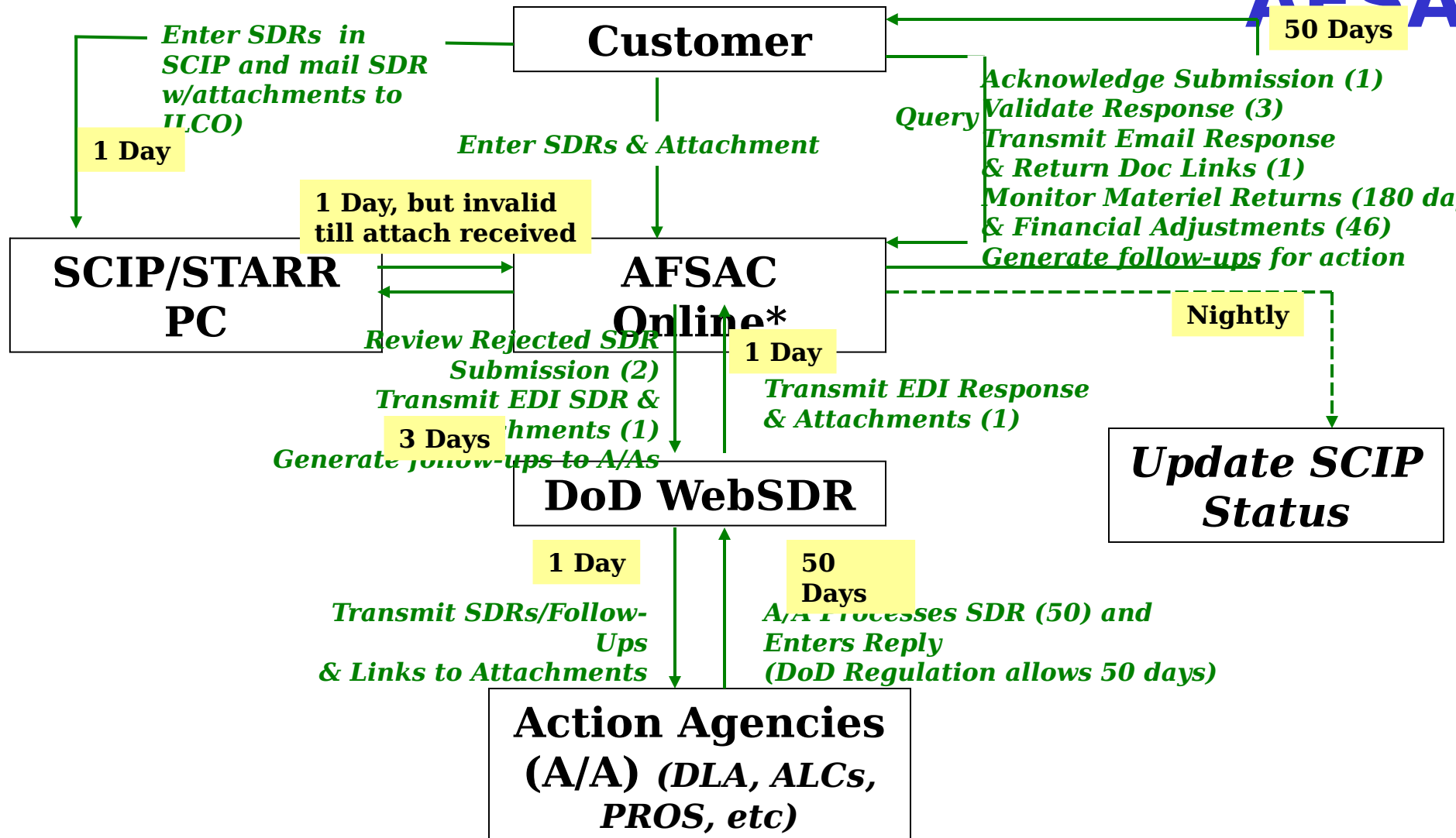
- Automated 8 major SDR processes . . . **AFSA**
 - **Submit SDRs***
 - **Validate/Process SDR Submissions/Replies**
 - **Manual Review/Actions—Exception Management**
 - **Electronic Data Interface (EDI) Communications with DAASC**
 - **Online Reply Processing**
 - **Customer Notifications via Email***
 - **On-line Queries/Reports***
 - **Automated Follow-Up Processing***
 - **General Maintenance Tools for ILCO**
- **Implemented 30 November 2005**

****Blue = 'In-country' customer tools***

SDR Automation Process Flow



AFSAC
50 Days



AFSAC Online

SDR Automation Tools

(Unclassified)



(<https://afsac.wpafb.af.mil>)

AFSA

Application Links	
Applications Suite (See System requirements page For Jinit Install)	
Supply Application	
Letter of Request (LOR) ▶	
Logistics Applications ▶	
Financial Applications ▶	
WWRS	
PROS III Program Information ▶	
Tech Order Index	
PROS II Metrics	
PROS III Applications ▶	
AFSAC Metrics ▶	
Supply Discrepancy Reporting (SDR)	SDR Submission Wizard
Financial Tool (This has been moved to Financial Applications menu located above)	SDR Customer Query
	SDR Monthly Report
	** Email Notifications
	** SDR Handbook
Briefings	
Tutorials ▶	
Other AF SAC Links	
SAMIS MIAP Access (NEW)	
REPORT.WEB ▶	
About AFSAC	
CLSSA Brochure	

• FY10 MSD Prices 31-Aug-2009

• For users having problems accessing the Application Suite, please download a new copy of the CERTDB.TXT file. Instructions on how to do this can be found on the System Requirements page (link located on the left menu bar)

• Business applications
(Use the navigation links on the left side of the page for business applications)

We currently offer a range of applications to our customers.

The Application Suite is a rich, interactive tool that provides a detailed narrative.

We also provide a number of Logistics and Financial Applications as well as Worldwide Warehouse Applications (WWRS), Technical Order Index, Parts and Repair Ordering System (PROS) II Monthly Metrics, Letter of Request (LOR) Submission/ Validation and AFSAC Online Metrics.

We are constantly striving to develop new tools for our customers. Look for account automation features such as automated password resets and account expiration notifications in the near future.

The applications that encompass AFSAC Online may be accessed from any 128 bit encryption capable web browser. The user must also possess a username and password to which the password must be changed every 90 days, & kept current. Users are only given three chances to access their account. If on the third attempt the password is invalid, the account is locked and can only be open by the help desk.

The Supply Discrepancy Report Automation (SDR-A) Submission Wizard Tool is accessed through the Applications Links in AFSAC Online.

Selecting

Submission Wizard

Original/Info Copy/Resubmit



AESA

Supply Discrepancy Report

Original | Info Copy | Resubmit | Contested | Corrected | Cancel | Follow Up | ILCO Update

Prev

Next

Enter your **Report Information**

Help

*Document Number

Document Suffix

Load Draft SDR

*Portal Submission Indicator

ILCO Submission (Mailed Copy)

SDR Suffix

Original

Total Report Number (SDR Number)

*SIO

*Serial Number

*Country Code

*Case

*Line

*Date Prepared (DD Mon YYYY)

13 Feb 2006

*Date of Receipt (DD Mon YYYY)

13 Feb 2006

Use the **Resubmit** Wizard to:

- Resubmit a discrepancy report that has been denied
- Enter new supporting remarks or attachments

Use the **Original** Wizard to:

- Submit a new report
- Lead you through the SDR submittal process
- See your completed SF364 at the end

Use the **Info Copy** Wizard to:

- Record a discrepancy that does not require any financial action
- Report a problem that has a dollar amount too low for processing

Submission Wizard Contested/Corrected/Cancel



AESA

Supply Discrepancy Report

Original | Info Copy | Resubmit | **Contested** | **Corrected** | **Cancel** | Follow Up | ILCO Update

Prev Next Enter your Report Information Help

Load Draft SDR

*Portal Submission Indicator
ILCO Submission (Mailed Copy) ▼

Total Report Number (SDR Number)

*SIO *Serial Number *Country Code *Case *Line

Use the **Contested** Wizard to:

- Resubmit a report where the original and a resubmitted SDRs were denied
- Enter new remarks or attachments as further supporting documents

Use the **Cancel** Wizard to:

- Cancel an open report
- Enter new remarks or attachments and cancel the report

Use the **Corrected** Wizard to:

- Correct information in an open report
- Include additional information as requested by the action agency—*e.g. when adjustment reply code = EI*

Submission Wizard Follow Up/ILCO Update



AFSAC

Supply Discrepancy Report

Original | Info Copy | Resubmit | Contested | Corrected | Cancel | **Follow Up** | ILCO Update

Prev

Next

Enter the FollowUp Document Number or SDR Number

Help

*Document Number

And/Or

Total Report Number (SDR Number)

*SIO

*Serial Number

*Country Code

*Case

*Line

Use the **Follow Up** Wizard to:

- Check the status of a report

NOTES:

The **Follow-Up** wizard will take you to the SDR-A Customer Query tool. For more information on the SDR-A Customer Query Tool, please refer to the SDR-A Customer Query Tool tutorial.

The **ILCO Update** Wizard is used by AFSAC analysts to update reports on behalf of the customer.

Submission Wizard

Features

(Unclassified)



AFSA

- Wizard based screens
- Online help screens
- Online validation/edits
- Select requisition/shipment/delivery lines to pre-fill SDR data
- Select up to three discrepancy/requisition codes
- Upload attachments
- Real-time on-line processing

This screen is confirmation that an SDR record has been submitted.

Click on “View SDR” to view and/or print out the FINAL SF364.

Submitted SDR

Report Number	Sequence Number	Document Number	Doc Suffix	Date Received SF364
A1005- -KDH/001	99	D 45V42673886		02 NOV 2005

Discrepancy Code	Action Code
C1	1A

NOTE: After your report is submitted, it can only be edited using the Correction Wizard



SDR Original Submission

SF364 Final



Save a Copy | Search | Select | 108% | Sign

REPORT OF DISCREPANCY (ROD)

☒ SHIPPING ☐ PACKAGING

1. DATE OF PREPARATION: 02-NOV-2005

2. REPORT NUMBER: A1005- -KDH/001-O

3. TO (Name and address, include ZIP code):
Air Force Security Assistance Center ATTN: AFSAC/COSD,
5490 Pearson Rd,
Wright Patterson AFB, Oh 45433-5332

4. FROM (Name and address, include ZIP code):
AFSAC-FLO/

5a. SHIPPER'S NAME: AN5

6. TRANSPORTATION DOCUMENT NUMBER (GBL, Waybill, TCN, etc.): 45V42673886XX

7a. SHIPPER'S NUMBER (Purchase Order/Shipment, Contract, etc.):

7b. OFFER NUMBER:

8. REQUISITIONER'S NUMBER (Requisition, Purchase Request, etc.): D 45V42673886

9. SHIPMENT, BILLING, AND INVOICING

10. DISCREPANCY DATA

NSN/PART NUMBER AND NOMENCLATURE (a)	UNIT OF ISSUE (b)	QUANTITY SHIPPED/BILLED (c)	QUANTITY RECEIVED (d)	QUANTITY (a)	UNIT PRICE (b)	TOTAL COST (c)	CODE (d)	11. ACTION CODE ²
NSN Ordered: 6680010354465 SX Name Ordered: CASE,INDICATOR	EA	2 / 2			\$769.36			
NSN Received: 6680010354465 SX Name Received: CASE,INDICATOR	EA		1	1	\$769.36	\$769.36	C1	1A
Discrepant Totals:				1		\$769.36		

12. REMARKS (Continue on a separate sheet of paper if necessary)

1 of 1

Customer Query Features

(Unclassified)



SDR Query

Search for an SDR's status by providing one or more of the following fields.
Fields are not case sensitive.

Help

Country:

Case:

Line:

SDR Number:

Document Number:

Document Suffix:

Action RIC:

Source of Supply:

NIIN: Ordered

PIIN:

Processing Agency:

SDR Review Category:

SDR Review Sub-Category:

Date SDR Completed Between: And


- **Enter any combination of these parameters**
 - Country/Case/Line/SDR #
 - Doc #/NSN
- **Multiple review categories**
 - Open Submission
 - Replies/Not Complete
 - Replies/Complete
- **Click on the “Search” button to see matching SDRs**

Customer Query Features--Continued

(Unclassified)



- **Summary includes:**
 - Document Number/Suffix
 - Current SDR Status
 - SDR Value
 - Discrepancy Codes
- **SF364 and DD Fm 1348-1A**
- **Printer friendly option**
- **Detail tabs in query results**
 - Remarks
 - Attachment
 - SDR Replies
 - Requisition/shipping/billing history
 - SDR Dates
- **Hover help on key elements**



SDR Query

Printer Friendly

SDR Basic Data:		IL SIO	IL Serial Number	Country	Case	Line	Suffix
SDR Special Project Codes:		X	1043		KCX	001	O
Document No.:	<input type="text" value="H5V10410181"/>	Current SDR Status:	<input type="text" value="CA"/>	Submission Indicator:	<input type="text" value="C"/>	Primary Discrepancy Code:	<input type="text" value="Q1"/>
Doc No. Suffix:	<input type="text"/>	Original SDR Status:	<input type="text" value="08"/>	Case Status:	<input type="text" value="I"/>	Primary Action Code:	<input type="text" value="2A"/>
Supplemental Address:	<input type="text" value="DA5KCX"/>	Progression Code:	<input type="text" value="Y"/>	Action RIC:	<input type="text" value="FLB"/>	Discrepancy Code #2:	<input type="text"/>
Transaction Purpose Code:	<input type="text" value="11"/>	Type of SDR:	<input type="text" value="S"/>	Processing Agency:	<input type="text" value="L"/>	Action Code #2:	<input type="text"/>
Assigned To:	<input type="text" value="BARNES,MICHAEL D"/>	Discrepant Quantity:	<input type="text" value="1"/>			Discrepancy Code #3:	<input type="text"/>
		SDR Value:	<input type="text" value="16943.24"/>			Action Code #3:	<input type="text"/>

Discrepancy Detail

Remarks

Attachments

SDR Reply Data

Requisition

Shipping/Billing

Contract

Freight Tracking

SDR Dates

Financial Completion Review



Monthly Report Features

(Unclassified)



AFSA

- Available 1st day of every month
- All open and completed SDRs status for month queried
 - Easily see materiel due in dates on open report
 - Completed SDRs show with * 1st month . . . Drop off after

59 TOTAL records found for January, 2006

45 (OPEN) MONTHLY SUPPLY DISCREPANCY REPORTS (SDRs) STATUS

I	CC	CAS	LIN	ITM	SDR NR	DOC NR	SUF	DC	SDR Value	SDR RCYD	AFSAC	Last AFSAC Action	SDR Reply Date	Action Activity Response Code	ARC	MRSD	MRVD
	KEU	001	L0714	D	M5V40965313	O	C1		\$4,895.94	27-DEC-2005	20-JAN-2006					N/A	N/A
	KEU	001	L0718	D	M5V43210011	O	Q1			23-JAN-2006	23-JAN-2006					N/A	N/A
	KEU	001	L0718	D	M5V43210011	O	Q1			23-JAN-2006	23-JAN-2006					N/A	N/A
	KEU	001	L0714	D	M5V40965313	O	C1		\$4,895.94	27-DEC-2005	20-JAN-2006					N/A	N/A
	KEU	001	L0717	D	L5V5286H010	O	W1			09-JAN-2006	09-JAN-2006					N/A	N/A
	KEU	001	L0716	D	L5V5286H011	O	W2		\$5,396.76	02-JAN-2006	02-JAN-2006					N/A	N/A
	KEU	001	L0717	D	L5V5286H010	O	W1			09-JAN-2006	09-JAN-2006					N/A	N/A
	KEU	001	L0716	D	L5V5286H011	O	W2		\$5,396.76	02-JAN-2006	02-JAN-2006					N/A	N/A
	KEU	001	L0694	D	L5V43200068	O	Q1		\$3,103.74	17-OCT-2005	04-JAN-2006					N/A	N/A

14 (COMPLETED) MONTHLY SUPPLY DISCREPANCY REPORTS (SDRs) STATUS

I	CC	CAS	LIN	ITM	SDR NR	DOC NR	SUF	DC	SDR Value	SDR RCYD	AFSAC	SDR Reply Date	Action Activity Response Code	Financially Complete	ARC	Billing Adjustment Verified	MRSD	MRVD
*	KEU	001	L0715	D	M5V51460039A	O	S1		\$32,633.72	30-DEC-2005	06-JAN-2006	142,101	12-JAN-2006	CB		\$32,633.72	N/A	N/A
*	KEU	001	L0715	D	M5V51460039A	O	S1		\$32,633.72	30-DEC-2005	06-JAN-2006	142,101	12-JAN-2006	CB		\$32,633.72	N/A	N/A
	KEU	001	L0675	D	M5V43630018	R	Q1		\$340.05	22-AUG-2005	15-NOV-2005		17-NOV-2005	BA		\$340.05	N/A	N/A
	KEU	001	L0704	D	M5V51460088	O	S2		\$1,149.24	24-OCT-2005	22-NOV-2005		23-NOV-2005	CB		\$1,149.24	N/A	N/A
	KEU	001	L0710	D	M5V51460176	O	S2		\$698.28	24-OCT-2005	22-NOV-2005		23-NOV-2005	CB		\$698.28	N/A	N/A
*	KEU	001	L0697	D	M5V43080024A	O	W1		\$2,005.74	17-OCT-2005	19-DEC-2005		04-JAN-2006				N/A	N/A
	KEU	001	L0703	D	M5V51720002	O	S2		\$61,208.32	24-OCT-2005	08-DEC-2005	704	08-DEC-2005	AL	NONE DUE		N/A	N/A
	KEU	001	L0657	D	M5V42880052	O	Q1		\$4,979.34	16-FEB-2005	10-MAY-2005		29-NOV-2005	BB		\$4,979.34	06 NOV 2005	14 OCT 2005



Electronic Notifications to Countries

(Unclassified)



AFSA

- **Emails are generated to Countries for:**
 - Receipt Acknowledgements
 - Notification of SDR Closure
 - Follow-ups for Additional Info
 - Follow-ups for Materiel/Exhibit Returns
- **Email notifications go to SDR Submitter**
 - **If email address is not on SDR Submission, ILCO passes to country email address on file for the SDR Monthly Report**
 - Can be FLO, In-country email, or Command Country Manager
 - To update country recipients of SDR emails, send updated address to Air.Force.FMS.SDR.Automation@wpafb.af.mil
- **STARR/PC customers receive status updates when progression code changes**



Notification of SDR Closure

(Unclassified)



• SDR reply available for country review/action AFSA

▪ – **If supplier requires additional info**

- SDR Status 99, Interim Adjustment Reply Code EI, Reply Response Code = 104
- Input correction into Submission Wizard within 45 days with additional info in remarks or attached

– **If supplier provides disposition instructions to return materiel**

- SDR status CA, Adjustment Reply Code BB, Reply Response Code = 105
- Use DD Form 1348-1A to return materiel within 180 days—credit pending receipt of materiel by USG

– **If supplier provides disposition instructions to return exhibit for evaluation**

- SDR status 99, Interim Adjustment Reply Code BX, Reply Response Code = 107
- Use DD Form 1348-1A to return materiel within 180 days—Supplier will provide SDR decision after materiel has been evaluated
- Expediting exhibit returns (no longer than 90 days) when possible

- **If Source of Supply requests additional information:**
 - Country must respond w/in 45 days from SDR Reply date
 - SDR-A sends follow-ups at 15 and 30 days
- **To respond . . .**
 - Submit a '**Correction**' via the SDR Submission Wizard
 - **Include additional information** requested by Source of Supply in the 'Correction'
- **If a 'Corrected SDR' is NOT received within 45 days SDR will be completed (denied) by**



Material and Exhibit Returns

(Unclassified)



AFSA

- **Customer must return discrepant materiel/exhibit within 180 days of receiving the SDR Reply**
 - SDR will be completed (denied) by ILCO if notification of materiel/exhibit return not received within 180 days
 - **Send notification/proof of return via email to Air.Force.FMS.SDR.Automation@wpafb.af.mil**
 - SDR-A sends follow-ups at 60 and 120 days
- **For exhibit returns, ILCO recommends expediting returns**
 - PROS returns must reach vendor w/in accepted warranty terms specified in requisition
 - **NOTE:** All warranty timelines override 180 day timeline
 - Exhibit return delays may = expired warranties & SDR denials

AFSAC Online

SDR Metrics

(Unclassified)



AFSA

Applications Suite
(See System requirements page For Jinit Install)

Supply Application

Letter of Request (LOR) ▶

Logistics Applications ▶

Financial Applications ▶

WWRS

PROS III Program Information ▶

Tech Order Index

PROS II Metrics

PROS III Applications ▶

AFSAC Metrics

Supply Discrepancy Reporting(SDR)

Financial Tool (This has been moved to Financial Applications menu located above)

Briefings ▶

Tutorials ▶

Other AF SAC Links

SAMIS MIAP Access (NEW)

REPORT.WEB ▶

About AFSAC

CLSSA Brochure

CLSSA Process Briefing

- For users having problems accessing the Application Suite, please download a new copy of the CERTDB.TXT file. Instructions on how to do this can be found on the System Requirements page (link located on the left menu bar)
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(Use the navigation links on the left side of the page for business applications)

We currently offer a range of Business Applications (BAs) for our customers.

The Application Suite is a re-hosted version of the AFSAC Online Metrics.

We also provide a number of Logistics and Financial Applications as well as Worldwide Warehouse Applications (WWRS), Technical Order Index, Parts and Repair Ordering System (PROS) II Monthly Metrics, Letter of Request (LOR) Submission/ Validation and AFSAC Online Metrics.

We are developing new tools for our customers. Look for account automation features such as automated password resets and other enhancements in upcoming months.

Access our business applications directly from the left side of all our pages.

AFSAC Online is a public web site available worldwide. AFSAC Online utilizes PKI enabled SSL (Secure Socket Layer) traffic on port 443. SSL is the industry standard and is among the best software available today for secure online commerce transactions. The servers that encompass AFSAC Online follows stringent procedures employed at the Wright Patterson Air Force Base level as to virus protection and software support issues. These guidelines are followed so that AFSAC's servers can operate in the public/private infrastructure of the Base. These guidelines, which all server tenants adhere to, are reviewed on an ongoing basis as to provide the customer with reliable, virus free access.

The applications that encompass AFSAC Online may be accessed from any 128 bit encryption capable web browser. The user must also possess a username and password to which the password must be changed every 90 days, & kept current. Users are only given three chances to access their account. If on the third attempt the password is invalid, the account is locked and can only be open by the help desk. The user identity is verified prior to re-opening the account.

The AFSAC SDR Metrics are accessed through the Applications Links in AFSAC Online.

Selecting

AFSAC Online

SDR Metrics

(Unclassified)



AFSAC SDR Metrics

Report Selection

Report Type: * 10 Highest Dollar Value SDRs

Country/Region: * All Countries

* Required field.

Submit

AFSAC SDR Metrics

Report Selection

Report Type: * 10 Oldest SDRs

Country/Region: * All Countries

* Required field.

Submit



AFSAC Online SDR Activity Summary Metric (Example)



SA

AFSAC SDR Metrics

Report Selection

Report Type: * SDR Activity Summary

Country/Region: * All Countries

Report Dates: * 2009-10-01 to 2010-09-30

* Required field.

Submit

		# of SDRs	\$ Value	Average Processing Days*
SDRs Open (Beginning of Period)		2143	\$68,141,388	
SDRs Received During Period		4014	\$78,414,645	
SDRs Completed		4480	\$80,049,821	219
Approved	2005		\$24,774,838	216
Denied	2291		\$52,928,850	230
Advisory	184		\$2,346,133	109
SDRs Open (End of Period)		1678	\$52,662,750	30

AFSAC Online

SDR Metrics

(Unclassified)



AFSAC SDR Metrics

Report Selection

Report Type: * Open SDRs by Age ▼

Country/Region: * All Countries ▼

Report End Date: * 2010-09 ▼

* Required field.

Submit

AFSAC SDR Metrics

Report Selection

Report Type: * Transportation Reimbursement Deliveries ▼

Country/Region: * All Countries ▼

Report Dates: * 2010-10-07 to 2010-10-07

* Required field.

Submit

- **Submit all SDR complaints to SDR Section via SDR-A**
 - Failure to submit SDR properly & timely may prevent compensation
 - SDR decisions binding only if issued by official SDR-A reply
- **SDR Automation delivers key tools that . . .**
 - Provide expected services to our customers
 - Faster credits to customers = additional \$ for new requisitions
 - To realize full benefits . . . Customer [MUST USE](#) web-based SDR Submission Tool
 - Make AFSAC and Action Activities more efficient internally
 - Streamlines processing times
 - Eliminates mail times
 - Online attachments/queries/report
 - Free USG resources to support other customer initiatives
 - Online edits/validations reduce manual intervention
 - Reduced filing/paper shuffling
- **Detail tutorials of SDR-A tools available on AFSAC Online**



AFSA

Backup Slides



SDR Receipt Acknowledgement



From: SDR Automation [AIR.FORCE.FMS.SDR.AUTOMATION@WPAFB.AF.MIL]
To: [REDACTED]
Cc: [REDACTED]@wpafb.af.mil
Subject: Receipt Acknowledgment of Supply Discrepancy Report(SDR) CC-CAS/001-A0001

Sent: Day
MM/DD/YYYY

SDR Report Number: [REDACTED]
A0001-CC-CAS/001

SDR Document Number/Document Suffix: D 0159

This SDR submission was processed by the SDR Automation System on MM/DD/YYYY. You may view the status of your SDR by going to AFSAC Online ([HTTPS://AFSAC.WPAFB.AF.MIL](https://AFSAC.WPAFB.AF.MIL)), clicking on the Application Link titled "SUPPLY DISCREPANCY REPORTING(SDR)", and selecting "SDR CUSTOMER QUERY".

You may monitor progress on all of your SDRs via the AFSAC Online "MONTHLY SDR STATUS REPORT", which is also accessible via the AFSAC Online Link specified above.

If you have any questions contact Customer Service using the following e-mail address:
AIR.FORCE.FMS.SDR.AUTOMATION@WPAFB.AF.MIL

Receipt acknowledgement is sent via e-mail to "SDR Submitter and all country email addresses on file" when SDR has successfully processed through ILCO system.



SDR Completion Notification

From: SDR Automation [mailto:AIR.FORCE.FMS.SDR.AUTOMATION@wpafb.af.mil]

Sent: Day, Month DD, YYYY time

To:

Cc: Air Force SDR EMail Backup Logs

Subject: Notification of Supply Discrepancy Report

Completion-CC-CAS-001-A0001

SDR Report Number: A0001-CC-CAS-001

SDR Document Number/Document Suffix: DCC_YDDDH001

An SDR reply is now available for your review/file. The following action activity response codes were input to close this SDR.

105 - Forward material received to address shown. Must use traceable and most economical means available.

101 - Credit authorized

For your convenience, the SDR reply remarks are shown at the end of this email notification.

This SDR will appear on the next Monthly SDR Status Report in the "Completed" portion of the report if no further action is required. If material must be returned to USG custody or a financial adjustment is required, the SDR will remain on the "Open" portion of the Monthly SDR Status Report until all actions are completed. You may monitor progress on all of your SDRs via the Monthly SDR Status Report, which is also accessible via AFSAC Online ([HTTPS://AFSAC.WPAFB.AF.MIL](https://AFSAC.WPAFB.AF.MIL)).

Basic guidelines for processing your replies are as follows:

- 1) If the reply requests your activity provide additional information and/or documentation needed to complete the investigation and/or resolution of the report (e.g., interim adjustment reply code = EI), go to the "Corrected" tab in the SDR Submission Wizard to submit the additional information within 45 days. If additional information is not received within 45 days, SDR will be automatically converted to a denial and completed.
- 2) If the reply requests your activity provide materiel/exhibit return, you must return materiel/exhibit within 180 days and notify AFSAC/IARGB Section (SDR Section) of return via the customer service email below. If materiel return notification is not received within 180 days, SDR will be automatically converted to a denial and completed.
- 3) If the reply is a denial (e.g., adjustment reply code = CD) and you disagree with the decision, you must resubmit or contest the SDR within 45 days. This can be accomplished by going to the "Resubmit" or "Contested" tab in the SDR Submission Wizard. Only one resubmitted or contested SDR is authorized via the automated tool.

Additional information (corrected), resubmitted or contested SDRs must reach the ILCO by DD-MON-YY. For faster processing time, you may utilize the SDR Submission Wizard accessible via AFSAC Online ([HTTPS://AFSAC.WPAFB.AF.MIL](https://AFSAC.WPAFB.AF.MIL)). If billing adjustments were approved, please allow two billing cycles for expected financial adjustments to appear on your quarterly DFAS billing statement.

If you have any questions contact Customer Service using the following email address: AIR.FORCE.FMS.SDR.AUTOMATION@WPAFB.AF.MIL

Remark Date/Time: DD-Mon-YY HH:MM:SS

COUNTRY SHOULD RETURN THE ASSET ACCORDING TO THE FOLLOWING SHIPPING INSTRUCTIONS. SHIP TO ADDRESS, CONDITION CODE F. AFTER MATERIEL HAS BEEN RETURNED TO USG CUSTODY CREDIT WILL BE PROCESSED AND A NEW H-CODE GENERATED.

Notification of SDR Completion is sent via e-mail to "SDR Submitter and all country email addresses on file" when SDR reply closes the SDR.

Allow two billing cycles for financial adjustments to show on DFAS bill.



Follow Up #1 and/or #2 Awaiting Additional Info from Country



From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
Sent: Wednesday, MONTH DD,YYYY
To: HH:SS

Cc: Air Force SDR EMail Backup Logs
Subject: Follow Up (#1 or #2) - Awaiting Additional Information - A0001-CC-CAS/001.

Subject: Follow Up (#1 or #2) Awaiting Additional Information from Country for SDR Review

SDR Report Number: A0001-CC-CAS/001

SDR Document Number/Document Suffix: DCCXXXYDDD1234

The United States Government provided an SDR reply to your activity on DD-MON- . This was transmitted via a "Notification of Supply Discrepancy Report Completion" email to your country's designated email addresses. The SDR reply requested your activity provide "additional information and/or documentation" needed to complete the investigation and/or resolution of the report. You may view the SDR reply details via SDR Customer Query at AFSAC Online.

You must provide this additional information by submitting a corrected SDR by DD-MON- . To do this, use the "Corrected" tab of the SDR Submission Wizard, which is available at AFSAC Online, <https://afsac.wpafb.af.mil>.

The ILCO must receive this data by the above suspense date. Failure to do so will result in the SDR being completed without further action. Your prompt attention to this matter is requested.

If you have questions, contact Customer Service using the following email address:
Air.Force.FMS.SDR.Automation@wpafb.af.mil

Customer has 45 calendar days to provide additional information/documentation.

-- 1st follow-up email generates at 15 calendar days

-- 2nd follow-up email generates at 30 calendar days

Final Notice—Additional Info Not Provided--SDR Completed



From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
Sent: MONTH DD,YYYY
To: HH:SS

Cc: Air Force SDR EMail Backup Logs
Subject: Final Notice-Failure to Provide Additional Information- A0001-CC-CAS/001

Subject: Final Notice-Failure to Provide Additional Information for SDR Review

SDR Report Number: A0001-CC-CAS/001

SDR Document Number/Document Suffix: DCCXXXYDDD1234

The United States Government provided an SDR reply to your activity on DD-MON-YYYY. This was transmitted via a "Notification of Supply Discrepancy Report Completion" email to your country's designated email addresses. The SDR reply requested your activity provide "additional information and/or documentation" needed to complete the investigation and/or resolution of the report.

The suspense date to provide the additional information expired on DD-MON-YYYY. The additional information/documentation was not provided to pursue the investigation of this claim. Therefore, the SDR is now considered complete.

Billing adjustments, if required, will be accomplished to complete action against this SDR.

If you have questions, contact Customer Service using the following email address:
Air.Force.FMS.SDR.Automation@wpafb.af.mil

SDR is closed automatically when 45 calendar days have passed without receiving additional information.



Follow Up #1 and/or #2 Awaiting Materiel Return

From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
To: Country Addresses Here
Cc: Air Force SDR Email Backup Logs
Subject: Follow Up (#1 or #2) - Awaiting Materiel Return - A0001-CC-CAS/001.

MONTH DD,YYYY
HH:SS

Subject: Follow Up (#1 or #2) Awaiting Materiel Return

The following discrepant materiel was approved for return to United States Government (USG) custody as a result of processing a Supply Discrepancy Report (SDR).

SDR Report Number: A0001-CC-CAS/001

SDR Document Number/Document Suffix: DCCXXXYDDD1234

Country Notified: DD-MON-YYYY

Materiel Return Suspense Date: DD-MON-YYYY

You are authorized 180 days to return discrepant materiel to USG custody. For exhibit returns, timely materiel returns are critical as contractor warranty timeframes take precedence over SDR timeframes. To date, 60 /120 days have elapsed without evidence being provided to the International Logistics Control Office (ILCO) that materiel has been returned to USG custody. Only 120/60 days remain for you to return materiel to prevent loss of credit or billing for materiel, whichever is appropriate.

Documentation must be received by the ILCO within 60 /120 days of this notice or you forfeit the opportunity to return the materiel and obtain any corrective actions that would have resulted. Your prompt attention to this matter is requested. Contact Customer Service at

<mailto:air.force.fms.sdr.automation@wpafb.af.mil>

if you have questions.

Customer has 180 calendar days to return materiel
-- 1st follow-up email generates at 60 calendar days
-- 2nd follow-up email generates when 120 calendar days



Final Notice—Materiel Not Returned SDR Completed



From: Air Force FMS SDR Automation [Air.Force.FMS.SDR.Automation@wpafb.af.mil]
Sent: Monday, MONTH DD,YYYY
To: HH:SS
Cc: Air Force SDR EMail Backup Logs
Subject: Final Notice-Awaiting Materiel Return--SDR Completed- A0001-CC-CAS/001.

Subject: Final Notice--Awaiting Materiel Return--SDR Completed

The following discrepant materiel was approved for return to United States Government (USG) custody as a result of processing a Supply Discrepancy Report (SDR).

SDR Report Number: A0001-CC-CAS/001.

SDR Document Number/Document Suffix: DCCXXXYDDD1234

Country Notified: DD-MON-YYYY

Materiel Return Suspense Date: DD-MON-YYYY

You are authorized 180 days to return discrepant materiel to USG custody. You were notified to return the above discrepant materiel to USG custody by DD-MON-YYYY. No evidence has been provided to the International Logistics Control Office (ILCO) that materiel has been returned to USG custody. Therefore, we must assume that materiel is being retained by country. This SDR is now considered complete. Billing adjustments, if required, will be accomplished to complete action against this SDR. Contact Customer Service at <mailto:air.force.fms.sdr.automation@wpafb.af.mil> if you have questions.

SDR completes automatically when 210 calendar days pass with no materiel return notification.